

## Ramadan Mastercard | 17th Feb

### FAQ's

#### 1. What is the offer?

**Mastercard Prime Offer:** Get a 10% discount (up to 50 AED) when shopping for eligible products with all Mastercard debit and credit Cards (the "Mastercard Prime Offer"). The Mastercard Prime Offer is valid for all amazon.ae Prime Members from 17th February for a limited time only until all available discounts have been availed (the "Mastercard Offer Period").

#### 2. How can I participate in this offer?

You can redeem the Offer(s) as follows:

On the product page, prior to placing the product in your cart, click 'redeem' on the displayed drop-down Offer(s). This will apply the discount(s) to your product; or  
On the payment page, select your saved Mastercard Credit or Debit Card (as applicable) (each a "Card") or enter your new Card, enter the CVV code, and click on use this payment method. If you have not redeemed the offer on the product page(s), enter the code(s) in the promo window displayed to avail the Offer.

To avail the Mastercard Prime Offer, use code MC10

Either option will allow you to enjoy the Offer(s) during the eligibility period if you hold an eligible Card.

Note: If you already redeemed an Offer on the product page, please check your cart to confirm that the discount has been applied. Applying the claim code in addition to 'redeeming' the Offer on the product page(s) will trigger an error message.

#### 3. Is there a minimum transaction amount required to avail the offer?

Minimum transaction amount of 100 AED (excluding any shipping costs or import fee withholding) is required to participate in any of the Offers.

#### 4. What is the maximum discount that I can avail?

The maximum discount per Amazon Prime Member account across the Amazon.ae website and/or app is 50 AED with Mastercard Prime Offer

#### 5. What if I cancel/return the product?

If an order is cancelled or a refund request issued, only the net amount paid by the cardholder will be refunded. No refund will be issued in respect of the discount. [Link to refund and return](#).

#### 6. Can I avail discount on card payment for cash on delivery order?

Cash on delivery transactions are not included in these Offers.

## 7. Are all the products eligible for the offer?

All products available on Amazon.ae are eligible for the discount except wireless category products (including but not limited to mobile phones), Amazon Global Store products (sold by any other Amazon entity including Amazon US, DE and UK), Amazon.ae Gift Cards, Helpbit, Amazon Home Services, and Baby Food, Digital Software and Video Games and Adidas Products sold by Adidas.

## Offer Terms and Conditions

1. This "Offer" is provided to you by Souq.com FZ LLC ("Amazon") and made available on the website amazon.ae and the mobile site and mobile application thereof (collectively, "Amazon.ae").
2. These Offer terms and conditions ("Offer Terms") are in addition to the Amazon.ae [Conditions of Use & Sale](#) and [Privacy Notice](#) to which you agree to by using Amazon.ae. In the event of any conflict between the [Conditions of Use & Sale](#) and these Offer Terms, these Offer Terms prevail for the purposes of this Offer.
3. Amazon.ae Prime Members holding an eligible Mastercard debit and credit cards (each a "Mastercard Cardholder") may participate in the "Mastercard Prime Offer". The Mastercard Prime Offer is valid for a limited time only until all available discounts have been availed starting from 17th Feb (the "Mastercard Offer Period").
4. If a Mastercard Cardholder purchases an Eligible Product on amazon.ae using a Mastercard debit or credit card during the Mastercard Offer Period, such Mastercard Cardholder will get a 10% (ten percent) discount on the total amount of the transaction, excluding any taxes, duties or shipping fees by using the code MC10 ("Mastercard Prime Offer").
5. In the case of use of multiple Mastercard debit and credit cards (each a "Card") through one Amazon.ae customer account, only the first Card used during the Offer Period will be considered for the relevant Offer. In the case of use of the same Card on multiple Amazon customer accounts, only the first account using the Card during the relevant Offer Period will be considered for the relevant Offer.
6. The maximum discount per Amazon Prime Member account across the Amazon.ae website and/or app is 50AED with code MC10 under the Mastercard Prime Offer
7. Each Offer is only valid on all products available on Amazon.ae, and sold by Amazon.ae or its third-party sellers on Amazon.ae ("Eligible Products") except Amazon wireless category products (including but not limited to mobile phones), Amazon.ae Gift Cards, Amazon Global Store products, Amazon Home Services, Baby Food, and/or Helpbit, Digital Software and Video Games and Adidas products sold by Adidas. Categorisation of products is at Amazon's sole discretion.
8. Cardholders are not bound in any way to participate in any Offer.
9. Minimum transaction amount of 100 AED is required to participate in any Offer.
10. The Offers are not applicable for payments made by customers using the cash on delivery payment method.

11. The Offer(s) may be availed concurrently with other Amazon offers or promotions at Amazon's discretion.
12. If an order is cancelled or a refund request issued, only the net amount paid by the Cardholder will be refunded. No refund will be issued in respect of the discount.
13. Under no circumstance will the benefit being offered under the Offers be settled with cash in lieu by Amazon.
14. Amazon may disqualify any Cardholder from participating in this Offer if the Cardholder is deemed to be engaged in any fraudulent activity in connection with this Offer.
15. The Offers are subject to availability. Notwithstanding any other provision of these terms, Amazon reserves the right at any time to amend, add, remove and/or modify (in whole or part) any of the terms and conditions of these Offer Terms. Amazon can replace such Offer by another offer, whether similar to this Offer or not, or to withdraw it altogether. Amazon's decision in this regard shall be final.
16. Nothing in these Offer Terms amounts to a commitment by Amazon to conduct further, similar or other offers.
17. Any Cardholder participating in the Offer(s) will be deemed to have accepted these Offer Terms.